



Translation Services

Statewide Contract Webinar – July 20, 2010

Your Presenter

State Purchasing Division – Statewide Contracts



Trudie E. Carmichael

Associate Category Manager

Experience

- *19 years of public sector purchasing and contract administration*

Education

- *B. A., North Georgia College*
- *J. D., Atlanta Law School*

Contract Information

TCarmich@doas.ga.gov

404-657-6879

Purpose of this Webinar

State Purchasing Division – Statewide Contracts



Purpose of this Webinar

State Purchasing Division – Statewide Contracts



Purpose:

The purpose is to.....

- ❑ **Provide 24/7 translation services**
 - Person-to-Person
 - Person-to-Phone
 - Written Translation
 - Voice Over Response

Statewide Contract Details

State Purchasing Division – Statewide Contracts



What is the Contract Number?	Contract #99999-SPD-S20110701-0001 - 0004
What type of Contract?	Mandatory
Does it Replace an Existing Contract?	No
What is the Contract Term?	One (1) Year, with Four (4) options to renew
What is the Expiration Date?	06-30-2016
Does it Allow the Use of the P-Card?	Yes
Who is the Person to Contact with Questions:	Trudie E. Carmichael Tcarmich@doas.ga.gov 404-657-6879

Key Benefits

State Purchasing Division – Statewide Contracts



Key Benefits:

- Ability to conduct business in varying languages
- Lower pricing
- 24-hour statewide accessibility
- Ability to pay using Agency P-Card

Where to Find this Statewide Contract

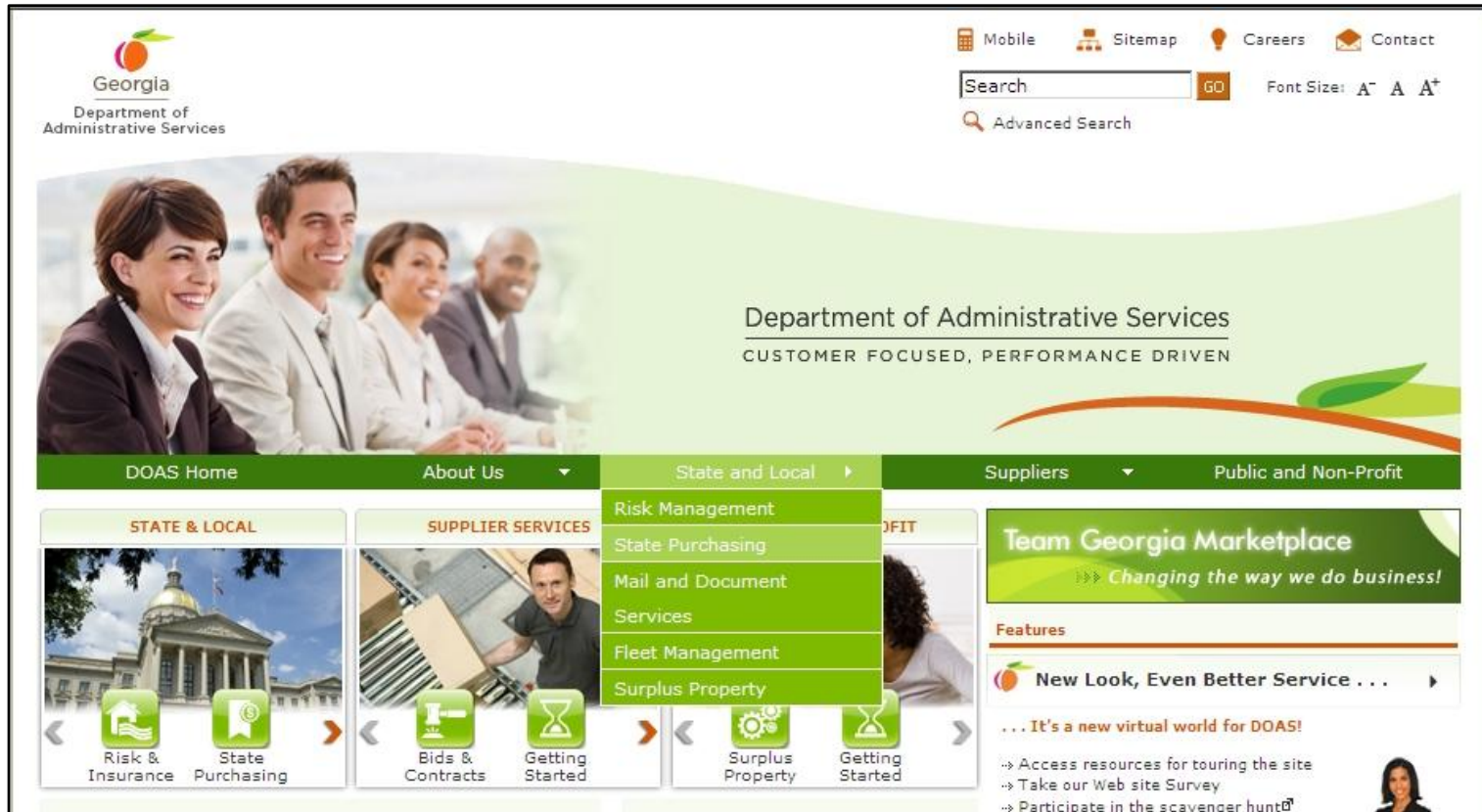
State Purchasing Division – Statewide Contracts



1. Visit the DOAS website at www.doas.ga.gov

Where to Find this Statewide Contract

State Purchasing Division – Statewide Contracts



2. Hover over the “State and Local” section

3. Click on “State Purchasing”

Where to Find this Statewide Contract

State Purchasing Division – Statewide Contracts



Georgia Department of Administrative Services

Mobile Sitemap Careers Contact

Search GO Font Size: A⁻ A⁺

Advanced Search

STATE PURCHASING

DOAS Home About Us State and Local Suppliers Public and Non-Profit

Home > State and Local > State Purchasing

EXPLORE STATE PURCHASING

Contracts

- Knowledge Management
- Services & Contacts
- Process & Performance
- Policies & Procedures
- Procurement & Sourcing Tools
- 7 Stages of Procurement

Contracts at the statewide and agency level offer state and local governments a variety of products and services at competitive prices. Access to Team Georgia Market Place and contract indexes. [Learn More...](#)

Team Georgia Marketplace

Changing the way we do business!

Features

- Team Georgia Marketplace
- Official Forms & Documents
- Purchasing & Travel Cards
- Purchasing Training
- How do I...?
- How's my Service?
- State Purchasing Help Desk

Direct Links

- Login to GPR for State & Local Entities
- Bid Notices - GA Procurement Registry
- Agency & University Procurement Officer List
- eQuote
- GA Vendor Manual
- GA Procurement Manual
- Statewide Contracts
- State Use Procurement List
- IKON Document Solutions

News

- Jun 24: DOAS Tucker surplus office relocates to Sloppy Floyd state offices
- Jun 17: Ways to Save: Purchase DOAS Surplus Property – 11 Alive Video.
- Apr 21: Governor Perdue's Press Release on the Spend Management Project

Events

- Jul 21: Supplier Seminar
- Aug 06: Supplier Orientation
- Aug 11: Supplier Webinar
- Aug 20: Supplier Seminar

georgia.gov | Privacy / Security / Notices | Translate

Bookmark

- ### Direct Links
- Login to GPR for State & Local Entities
 - Bid Notices - GA Procurement Registry
 - Agency & University Procurement Officer List
 - eQuote
 - GA Vendor Manual
 - GA Procurement Manual
 - **Statewide Contracts**
 - State Use Procurement List
 - IKON Document Solutions

4. In the “Direct Links” section, click on “Statewide Contracts”

How to use this contract

State Purchasing Division – Statewide Contracts



- Person-to-Person (2 suppliers awarded):
 - LATN, Inc. and Interpreters Unlimited
- Person-to-Phone:
 - Language Line Services
- Written: (2 suppliers awarded):
 - LATN, Inc. and Carmazzi, Inc.
- Voice Over Response: (2 suppliers awarded):
 - LATN, Inc. and Language Line Service:

Frequently Asked Questions

State Purchasing Division – Statewide Contracts



Question	Answer
Do I have to use this contract?	Yes, the contract is mandatory for all State entities under the State Purchasing Act.
Which vendor do I select?	There are two (2) vendors in each category, with the exception of Person-to-Phone service, where there is one. The choice of vendors will be based upon your need and their availability.
How do I place an order for service?	Each vendor has an 800 number and/or e-mail address that you may use to place your order for service.
We have staff that provide this service. Can we continue to use them?	If you have staff that provides this service, you will need to request a waiver. Should you lose the staff, you will need to use the contract to provide this service.

Frequently Asked Questions

State Purchasing Division – Statewide Contracts



Question	Answer
Does this contract include sign language services.	Not at this time. DOAS will either rebid for these services or piggyback on a national contract.
How do I obtain sign language services?	You will need to contract with a former supplier or bid for the services by State entity.

For more information

State Purchasing Division – Statewide Contracts



Submit Questions To:

Trudie E. Carmichael,
Associate Category Manager

Email Address:

TCarmich@doas.ga.gov

Person to Contact:

Trudie E. Carmichael

Phone Number:

404-657-6879

Vendor Contact Information Person-to-Person Translation:

LATN, Inc.

amitchell@latn.com

Person to Contact:

Alicia V. Mitchell

Phone Number:

1-800-943-5286 toll free

1-888-511-6233 toll free fax

This Webinar

A copy of this webinar will be posted on the State Purchasing Division website.

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Vendor Contact Information Person-to-Person Translation:

INTERPRETERS UNLIMITED, INC.

Email Address:
anita.tallman@iugroup.com

Person to Contact:
Anita Tallman

Phone Number:
1-800-726-9891, ext. 111 toll free
1-800-726-9822 toll free fax

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LANGUAGE LINE SERVICES

Email Address:
jmatthews@languageline.com

Person to Contact:
Joe Matthews

Phone Number:
1-800-316-5493 toll free
1-800-821-9040 toll free fax

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amitchell@latn.com

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Phone Number:

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Vendor Contact Information Written Translation Service:

CARMAZZI, INC.

sales@carmazzi.com

Person to Contact:

Jen Weaver

Phone Number:

1-888-452-6543 toll free

1-888-648-3431 toll free fax

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amitchell@latn.com

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jmatthews@languageline.com

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Supplier's Introduction...



Each Supplier will have five (5) minutes to introduce themselves.



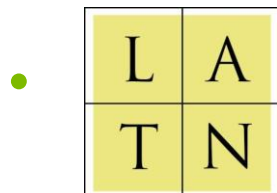
Carmazzi, Inc.



Interpreters Unlimited, Inc.



Language Line Services, Inc.



LATN, Inc.

Company Profile



Interpreters Unlimited is an all inclusive Language Service Provider

- In Person/Telephone Interpretation
- Document Translation
- Spanish Interpretation/Translation
- ASL Interpretation
- Language School/Certification

- Established in 1970 – 40 years of Experience with 600 Active Clients
- Over 7000 Qualified Interpreters/Translators Available
- Experienced in over 100 languages
- Headquarters are based in San Diego, CA in a 7,000 Sq Ft Facility
- Certified Small Business and Minority Owned
- Insured for Errors/Omissions – No Claims in 40 Years
- Proven Track Record with Nationwide Availability
- Proprietary Management Information



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Company Experience



Interpretation & Translation Experience Includes:

- 5 of the top 10 counties in California
- State of Arkansas
- State of Missouri
- State of Illinois
- State of North Carolina
- State of Michigan

Departments serviced:

- Human Services
- Community Health
- Behavioral Health and Development Disabilities
- Labor
- Corrections
- Transportation



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What is important to the State of Georgia?



- Convenience
- Contact Ease
- Pricing
- Training and Qualifications of Interpreters
- Interpreter/Client Consistency

By partnering locally with Translation Station, Interpreters Unlimited brings to the State of Georgia:

- Over 12 years of experience with the State
- Contact via fax, email and phone with quick response.
- Confirmation of services with interpreter's name, as well as other pertinent information.
- Excellent monthly reporting to all respective departments, discussing language, fees, hours, assignment summary, etc.
- All interpreters go through 2 hour orientation, including role play, professional responsibility, and ethics. State Court certified and have been through medical training interpreters are first preference.
- Keep consistent record of all client comments, complements or criticism for constructive purposes.



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Management Information System - Proprietary



IUX – Interpreters Unlimited Proprietary Management System

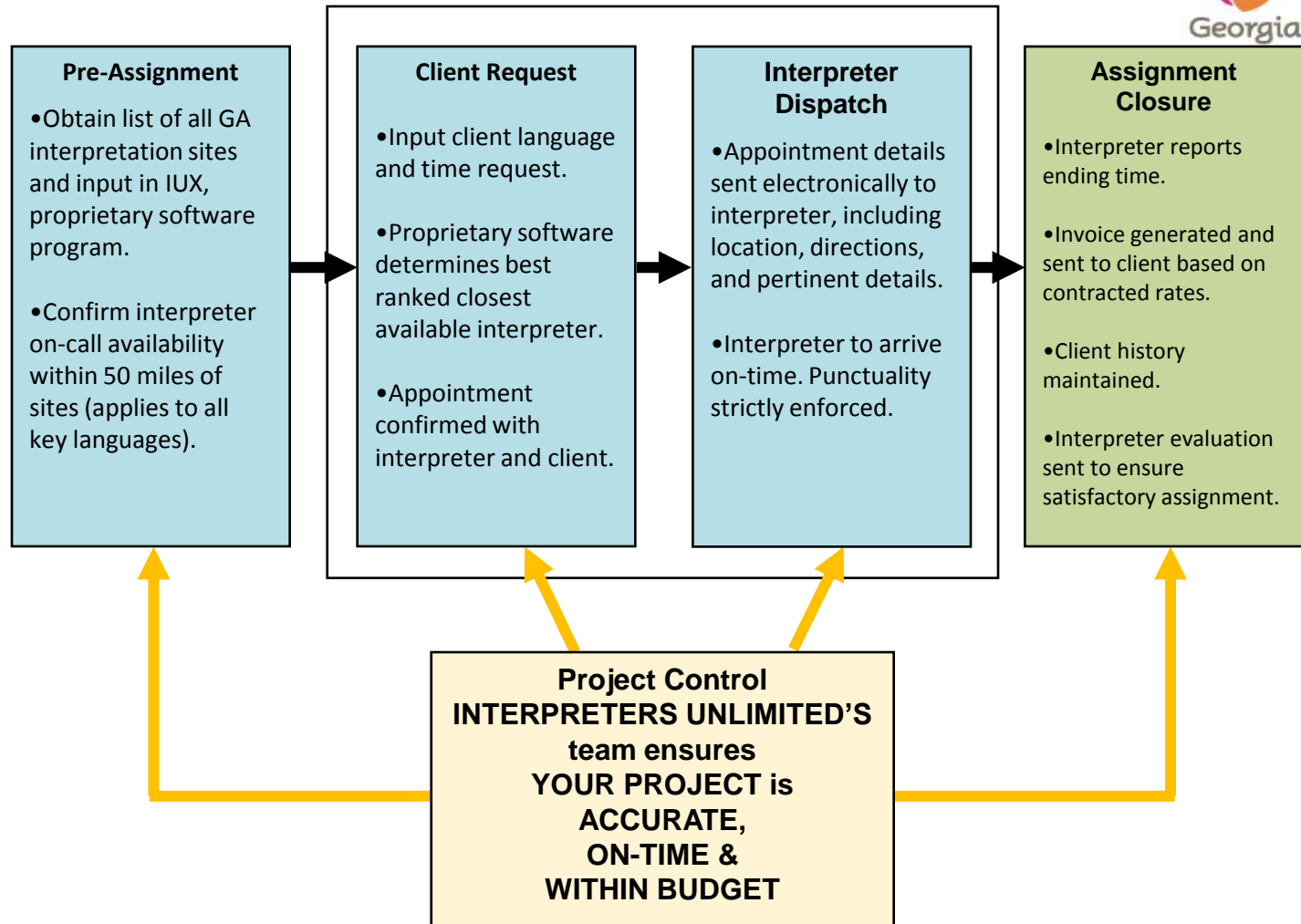
- Customized for Interpreters Unlimited Exclusively
- Excellent Management Tool – Heart of our Management
- Advanced Technology Automation for All Facets of Client Services
- Multilevel Interpreter Tracking & Scheduling
- Account Management/Billing
- Quality Assurance Monitoring, Tracking and Reporting
- Personalized Confidential Client Records/History
- Interpreter Certification and Evaluation Monitoring
- Ability to schedule appointments online, through secure access.



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Work Flow – Interpretation



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Telephone Interpretation for The State of Georgia *from Language Line Services*



Language Line
services

© 2010 Language Line Services • www.language-line.com

Telephone Interpretation to Meet the Challenge



Proven Reliability	<ul style="list-style-type: none">▪ Established the industry 28 years ago▪ Over 20,000 loyal customers▪ Unparalleled industry awards▪ Complete business continuity in place▪ Industry leading
Interpreter Quality	<ul style="list-style-type: none">▪ Dedicated Quality Control Department▪ 1 in 12 applicants are hired▪ On-going training, testing and monitoring▪ Over 40 hours of annual training per interpreter
Operational Efficiency	<ul style="list-style-type: none">▪ Proven industry leading connect times▪ 24 hour operations across the globe

Our Statewide Contract Supports Georgia DHR With



- Availability: 24x7x365
- Connect Time: Within seconds
- Reliability: Zero “downtime”
- Available Languages: >170
- Quality: Trained, Professional and Confidential
- Support: In call centers, offices or in the field, Language Line Services has customer training and support tools to help break through language barriers– at no cost!

Customer Support and Training Available



Whether you operate a call center, an office or support personnel in the field, Language Line Services offers the support to bridge language barriers on the spot.

STAFF SUPPORT TOOLS

- Quick Reference Guides
- Language ID Card
- Dual Handset Phone



CUSTOMER SUPPORT TOOLS

- “Interpretation Services Available” Posters and Desktop Displays



CONTACT INFORMATION



To learn more, contact:

Joe Matthews

State of Georgia Account Executive

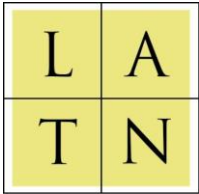
Email: jmatthews@language.com

Phone: 1-800-316-5493

www.LanguageLine.com

We help the world communicate, one person at a time.

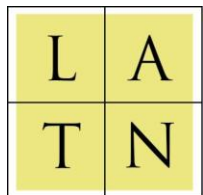




Presentation to DOAS

L A T N

1720 Peachtree Street, Suite 433 – Atlanta GA 30309

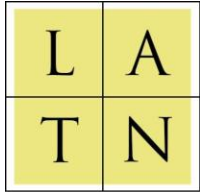


LATN provides high-quality language services since 1995 .



- **Georgia based company**
 - 15 years providing Language Services
 - Strongest coverage in the entire State of Georgia
 - More than 100 languages
- **Customer Service Oriented**
- **Awarded by DOAS:**
 - Interpreting Services (person to person)
 - Translation Services (written)
 - Voice Over Services (voice talent)

LATN is the ONE STOP SERVICE CALL for All Language Needs



LATN offers reliable Translation and Interpreting Services.



Interpreting Services:

- 24 Hour
- Prompt attention

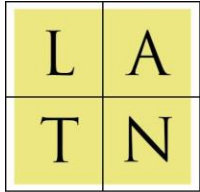
Translation Services:

- Turnaround times
- Rush/ Emergency requests
- Flexible format

Voice Over Talent Services:

- By age group
- Gender
- Accent

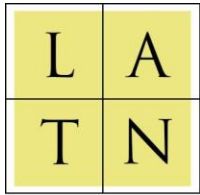
The Voice Talent needed to achieve the Desired Impact.



L A T N – Requesting Services



- **Phone:**
 - 1-800-943-5286 (LATN) 24 Hours Service
- **Fax:**
 - 1-888-511-6233
- **E-mail:**
 - latn@latn.com
- **On-line Request**
 - www.latn.com
click “On-line Request”



LATN Account Administration will provide with a detailed report at the end of every month .



- **Invoicing:**
 - LATN can invoice interpretations individually or per pre-determined periods of time
 - LATN can issue a simplified invoices accompanied with a detailed report of assignments
 - Billing report can also include a copy of the interpreter time sheets.
- **Customized reporting:**
 - LATN can also prepare customized reports based on the information needs of the requesting entity.

Questions...



